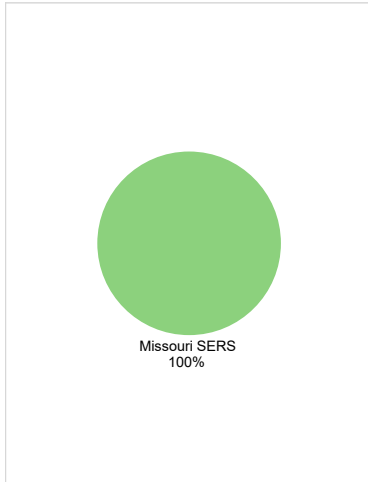
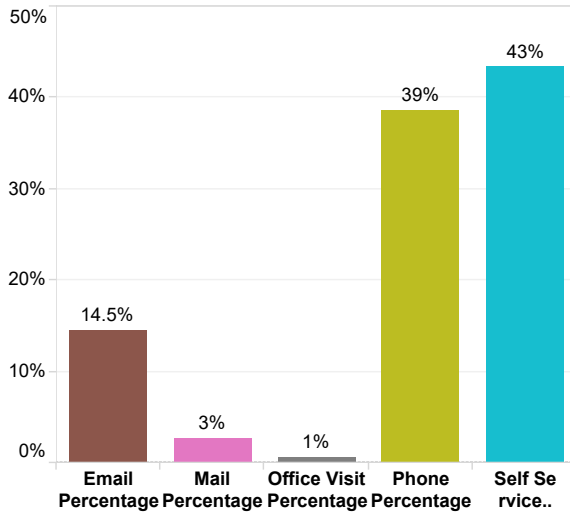


Percentage of Responses by Fund

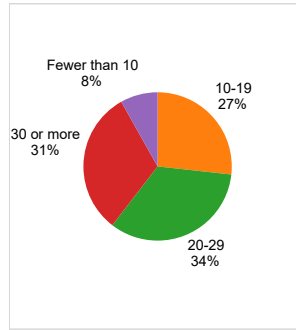
Fund ID
Missouri SERS



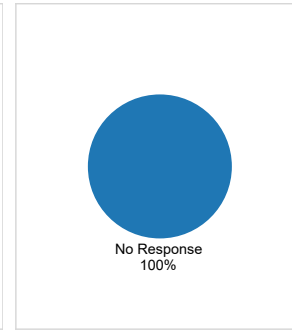
Method of Contacting the Fund



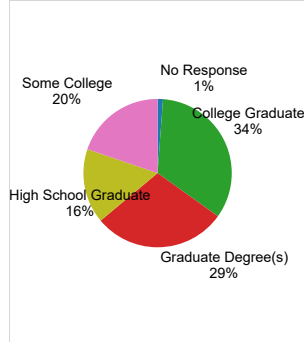
Years of Service



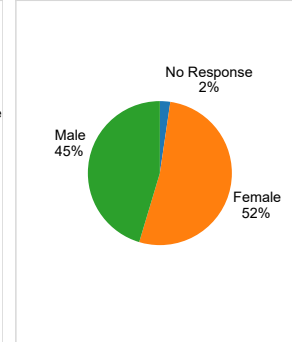
Job Type



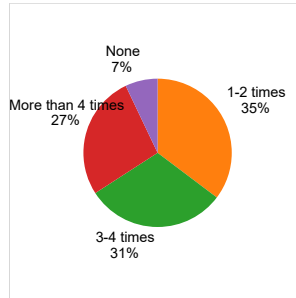
Education



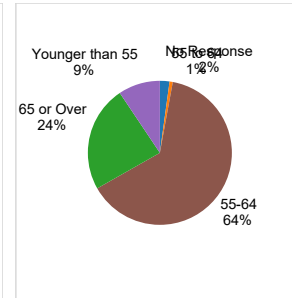
Gender



Contact Frequency



Age



Fund ID
Missouri SERS

Response date
2021 q1

Gender: Q16
All

Education: Q15
All

Service: Q14
All

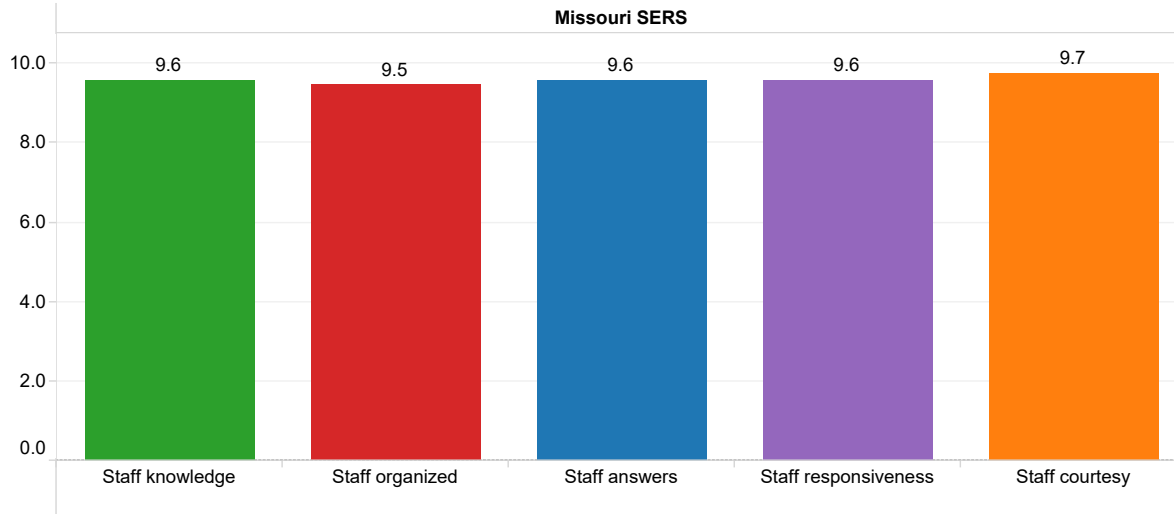
Age: Q13
All

Job Type: Q11
All

Custom Variable 1
All

N: 86

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2021 q1

Gender: Q16
All

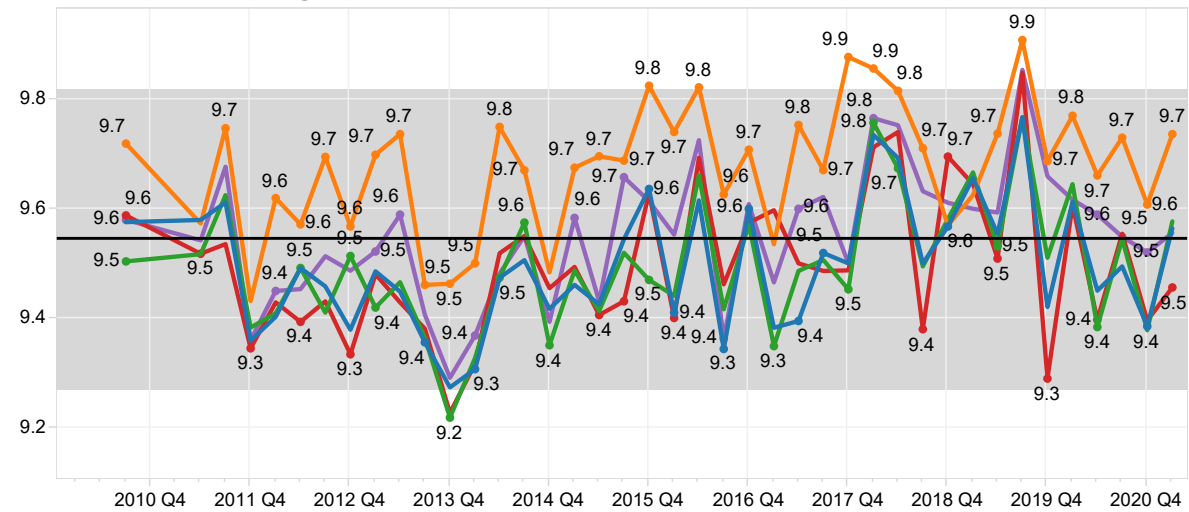
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



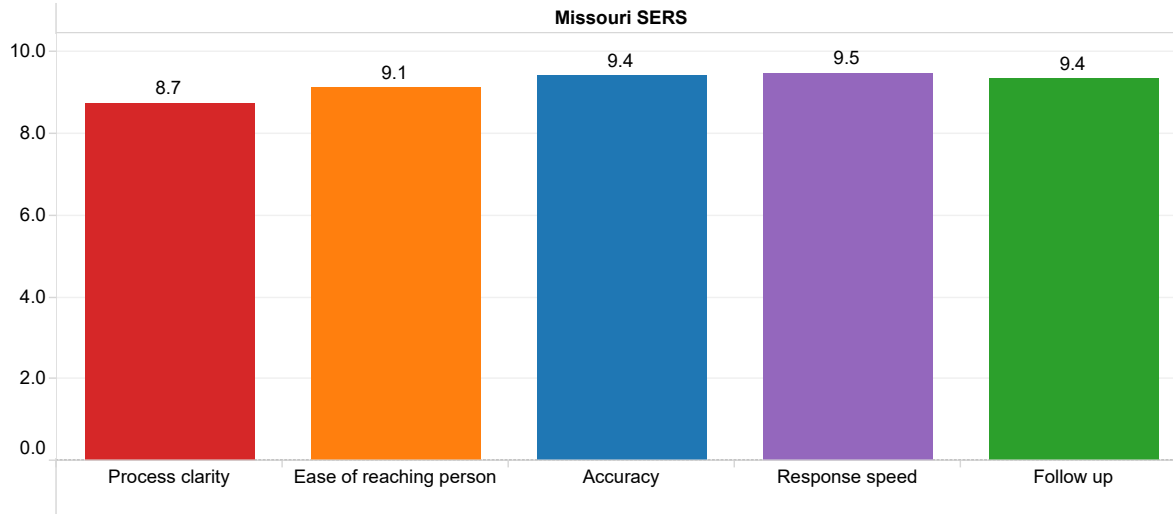
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 86

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2021 q1

Gender: Q16
All

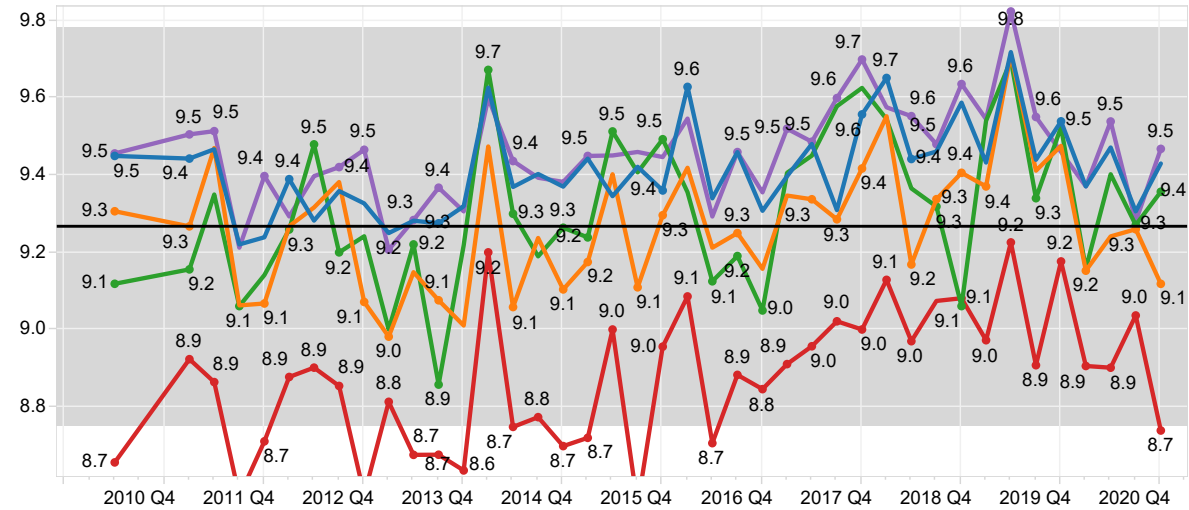
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time

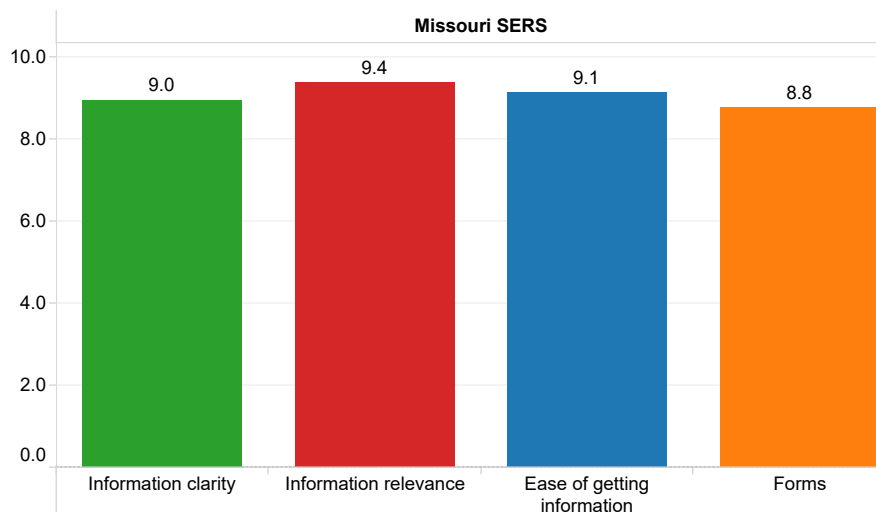
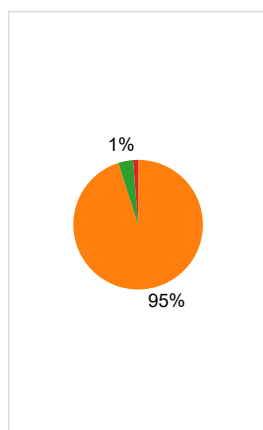


Custom Variable 1
All

N: 86

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2021 q1

Gender: Q16
All

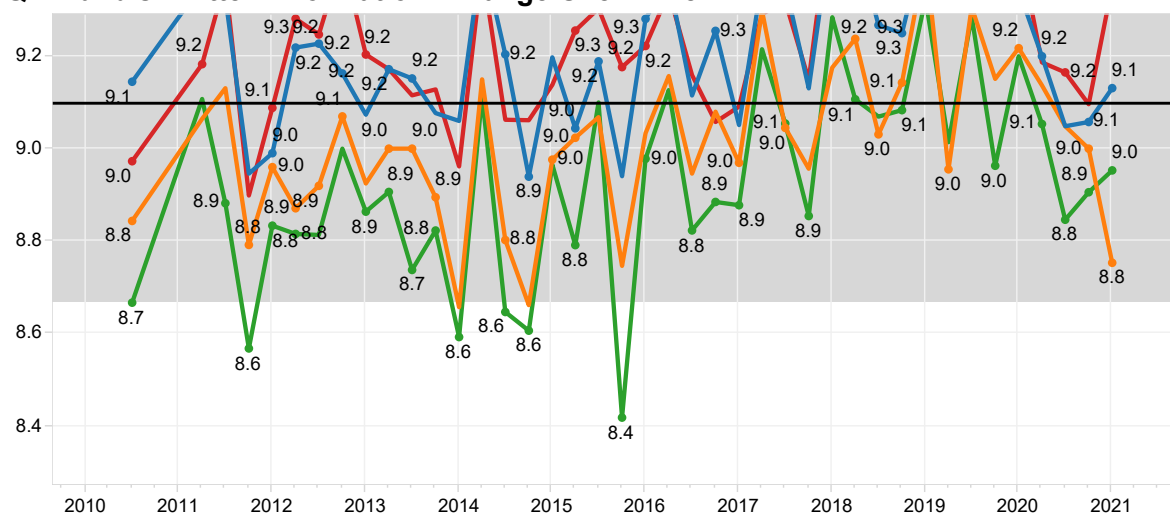
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



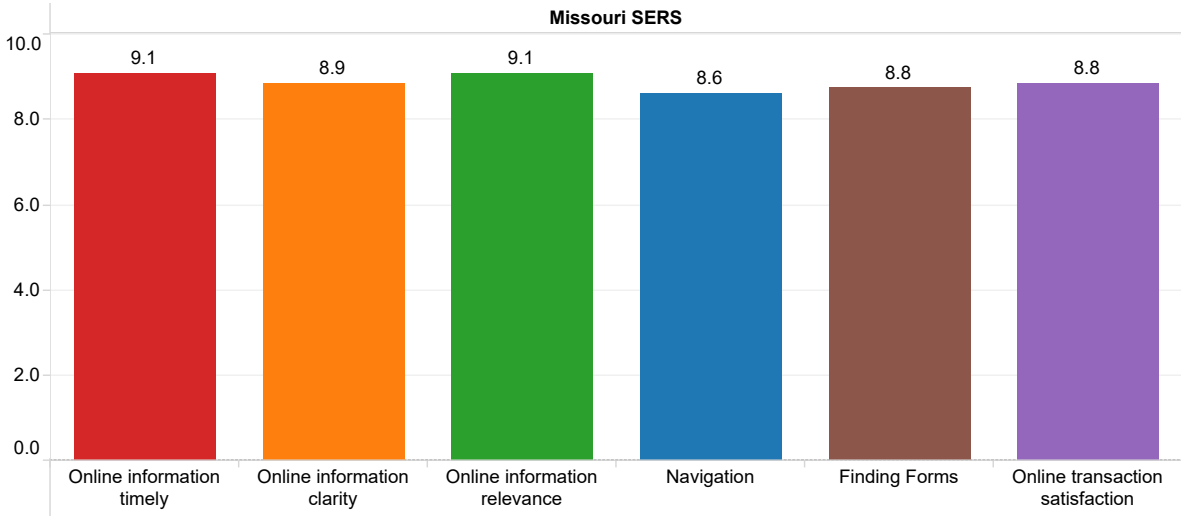
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 86

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2021 q1

Gender: Q16
All

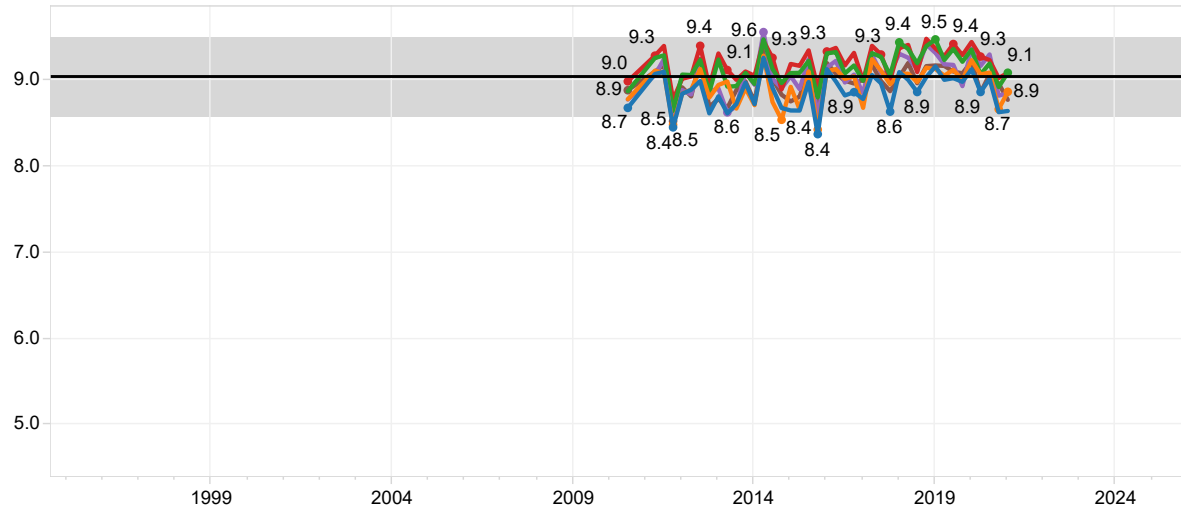
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

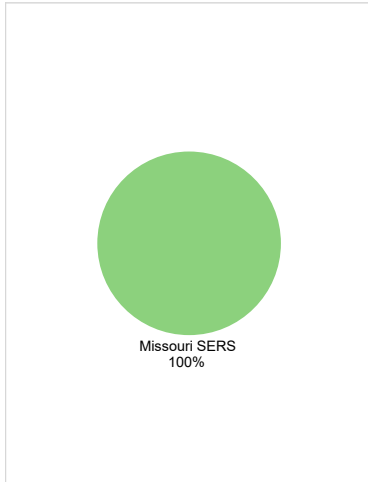
Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

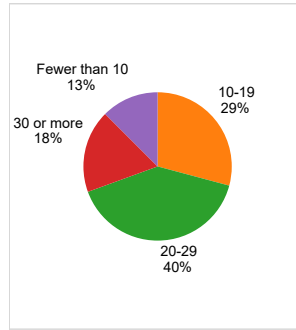
N: 86

Percentage of Responses by Fund

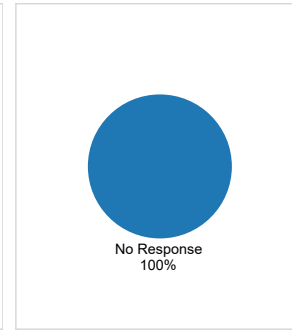
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

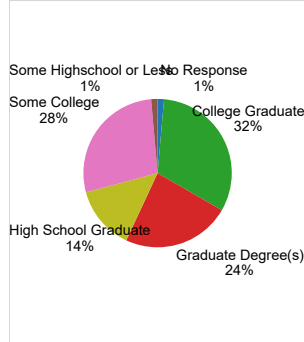
Response date
2021 q2

Gender: Q16
All

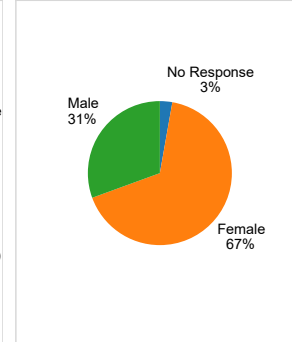
Education: Q15
All

Service: Q14
All

Education



Gender

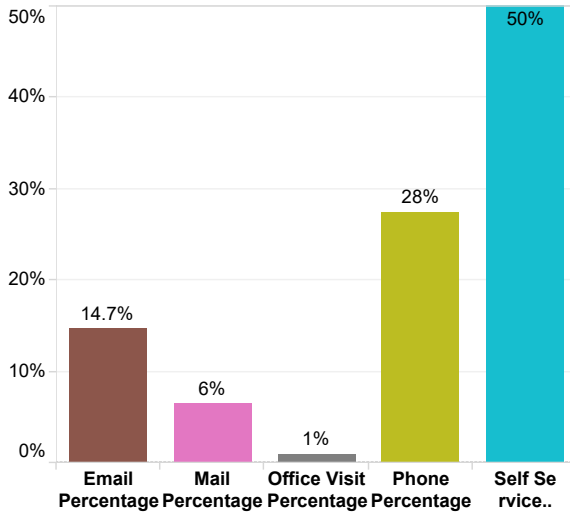


Age: Q13
All

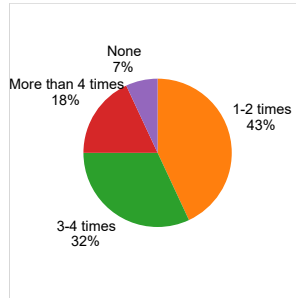
Job Type: Q11
All

Custom Variable 1
All

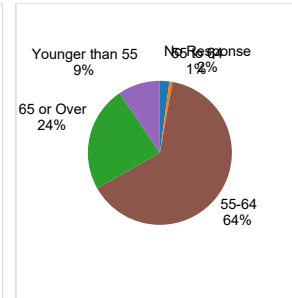
Method of Contacting the Fund



Contact Frequency

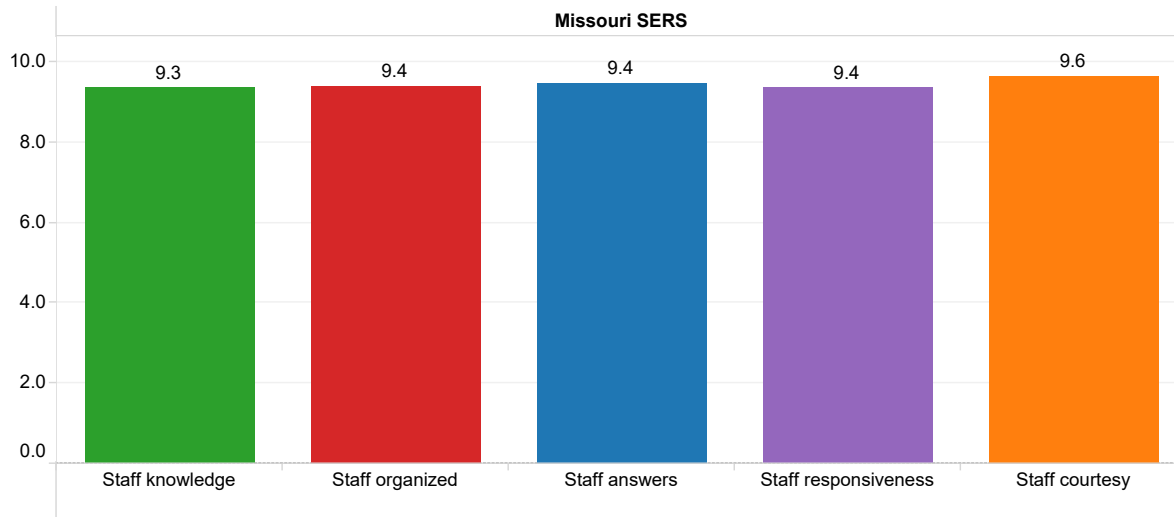


Age



N: 72

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2021 q2

Gender: Q16
All

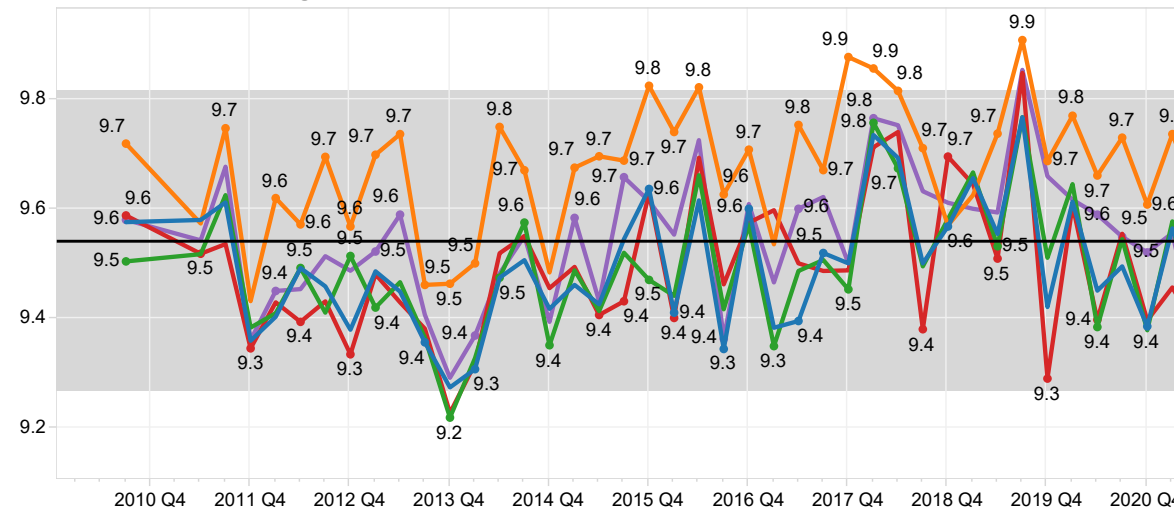
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



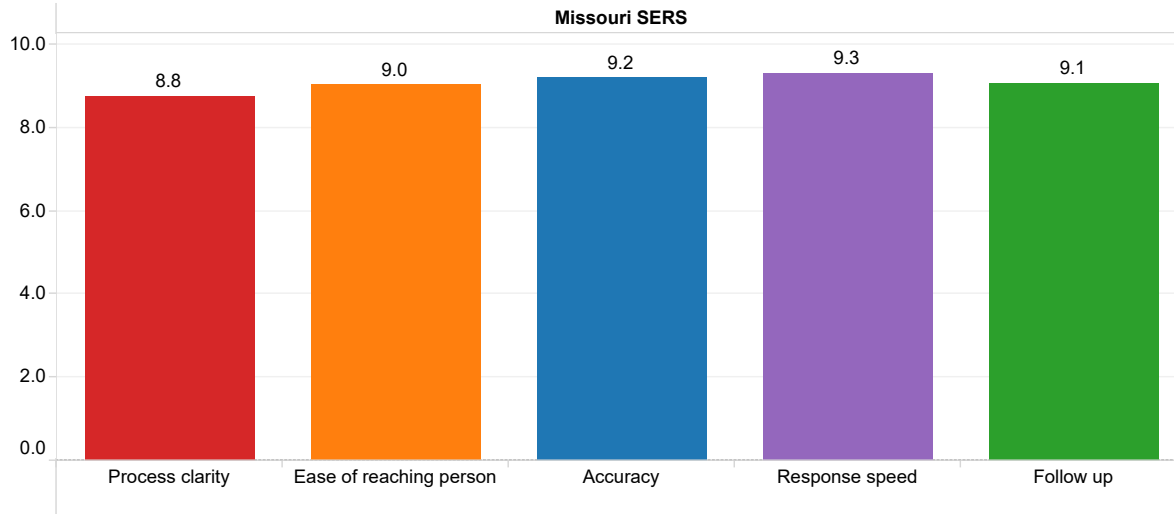
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 72

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2021 q2

Gender: Q16
All

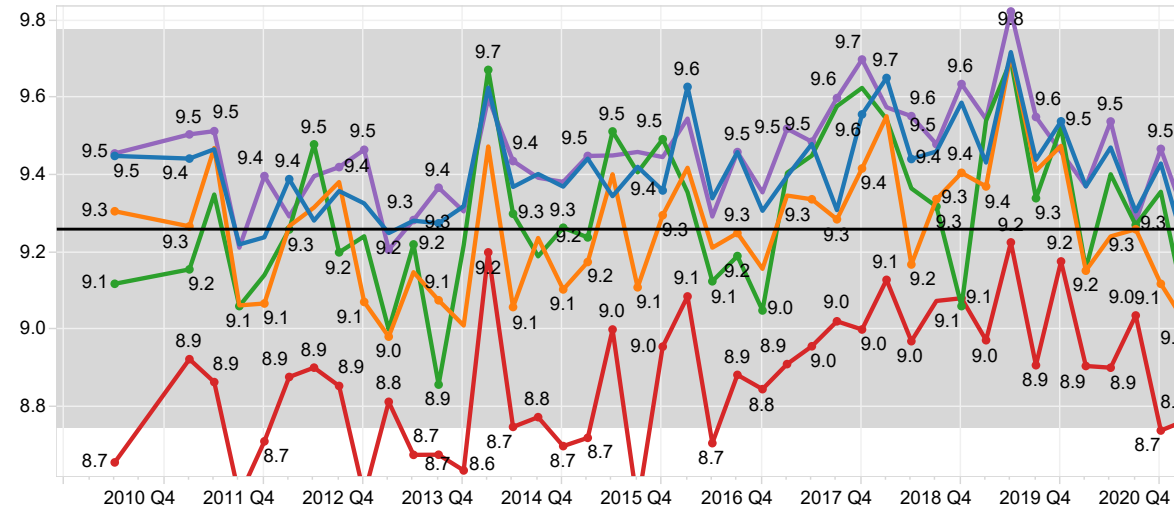
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

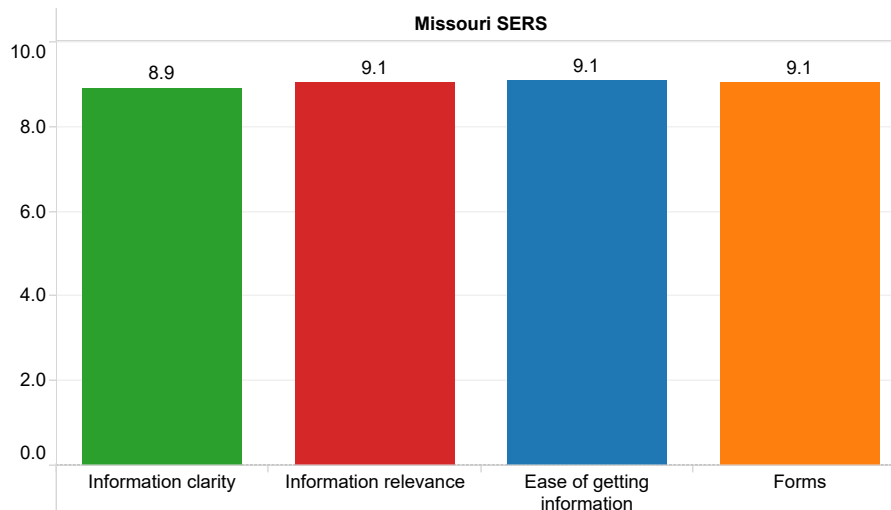
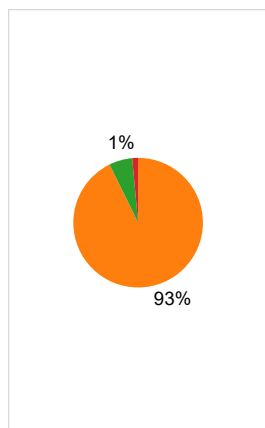
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 72

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2021 q2

Gender: Q16
All

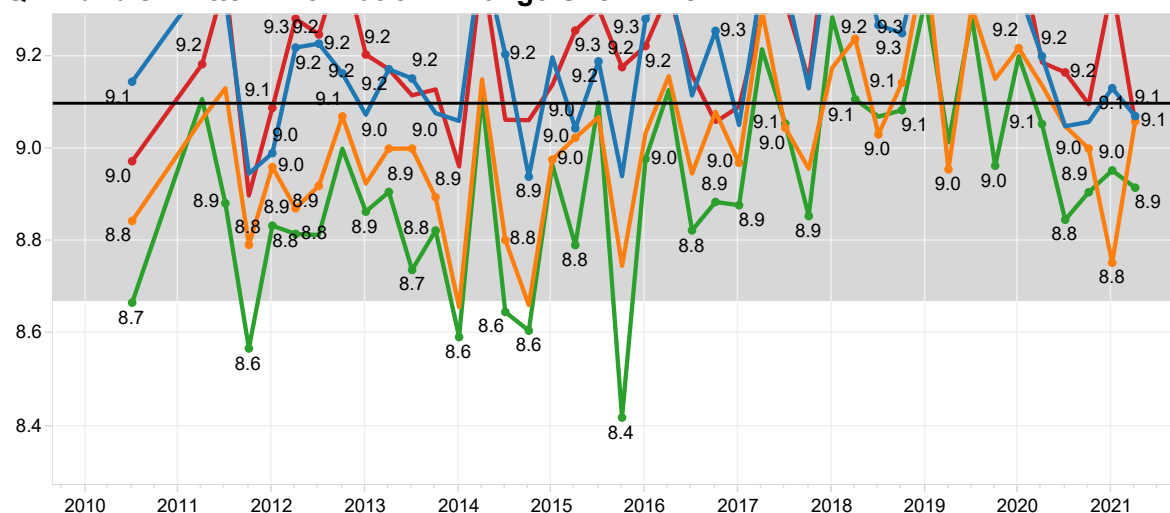
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



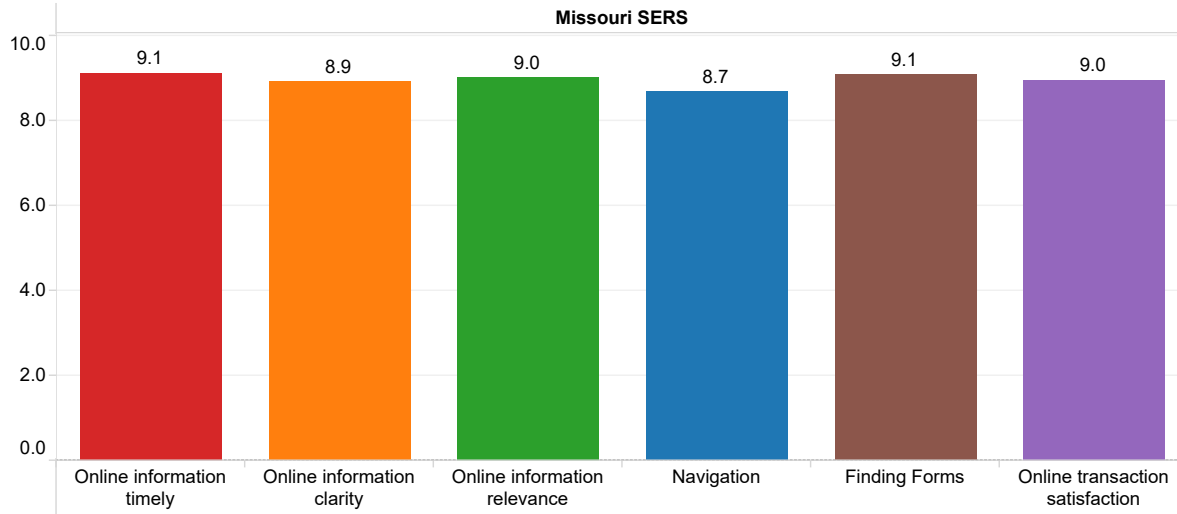
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 72

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2021 q2

Gender: Q16
All

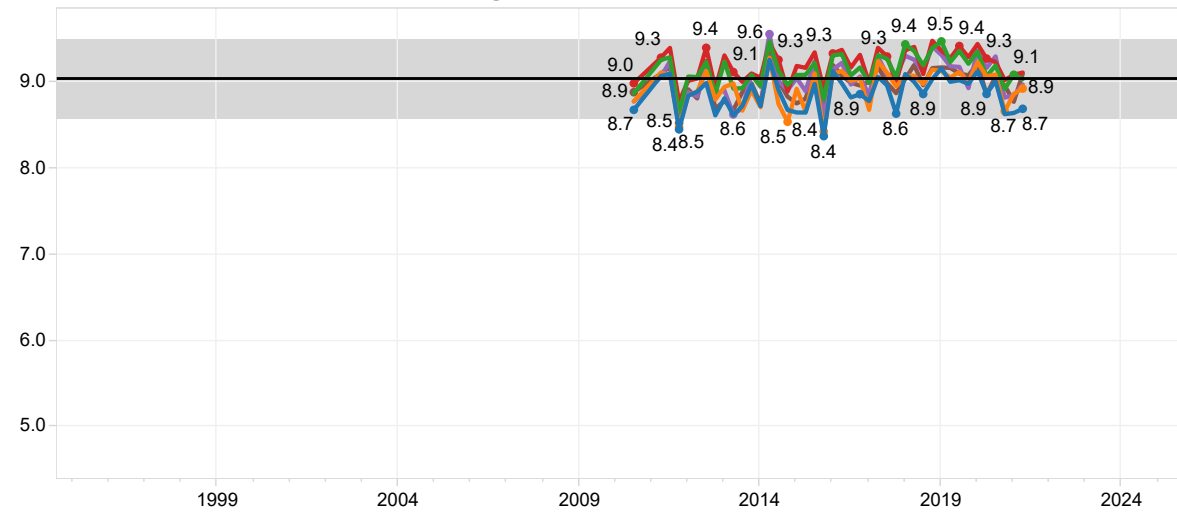
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

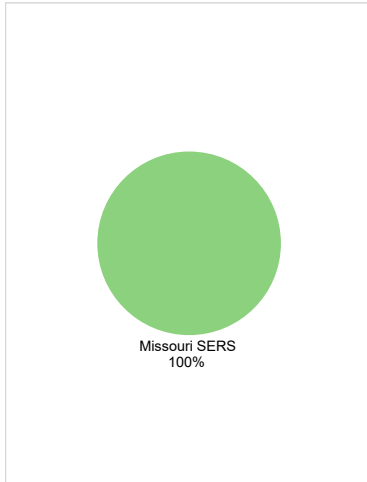
Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

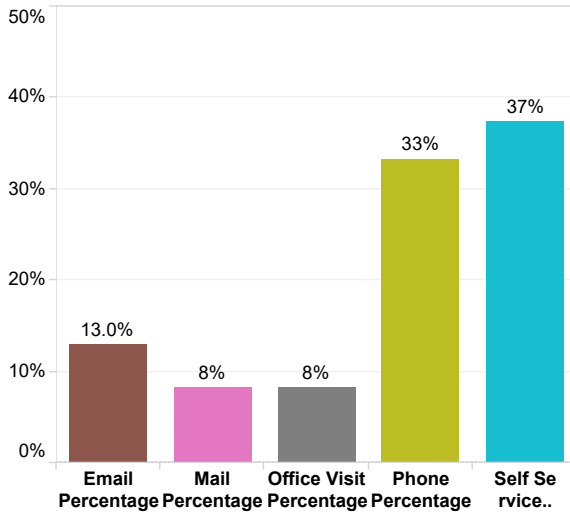
N: 72

Percentage of Responses by Fund

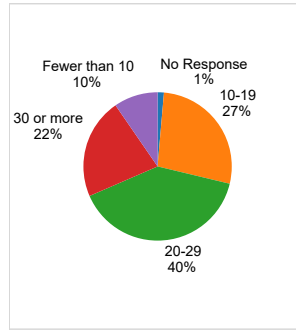
Fund ID
Missouri SERS



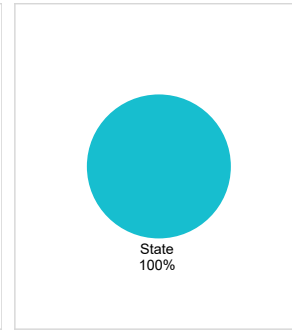
Method of Contacting the Fund



Years of Service



Job Type



Fund ID
Missouri SERS

Response date
2021 q3

Gender: Q16
All

Education: Q15
All

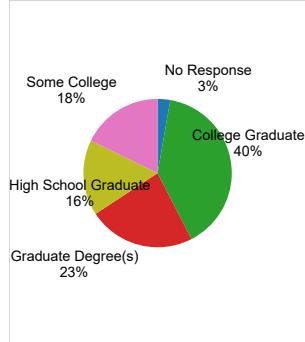
Service: Q14
All

Age: Q13
All

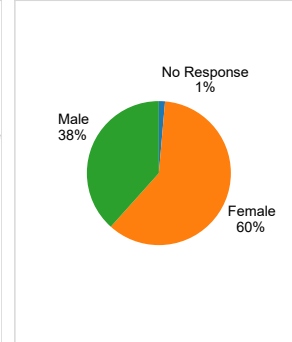
Job Type: Q11
All

Custom Variable 1
All

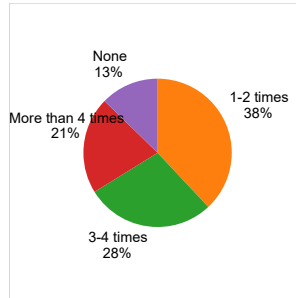
Education



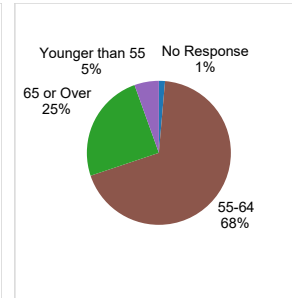
Gender



Contact Frequency

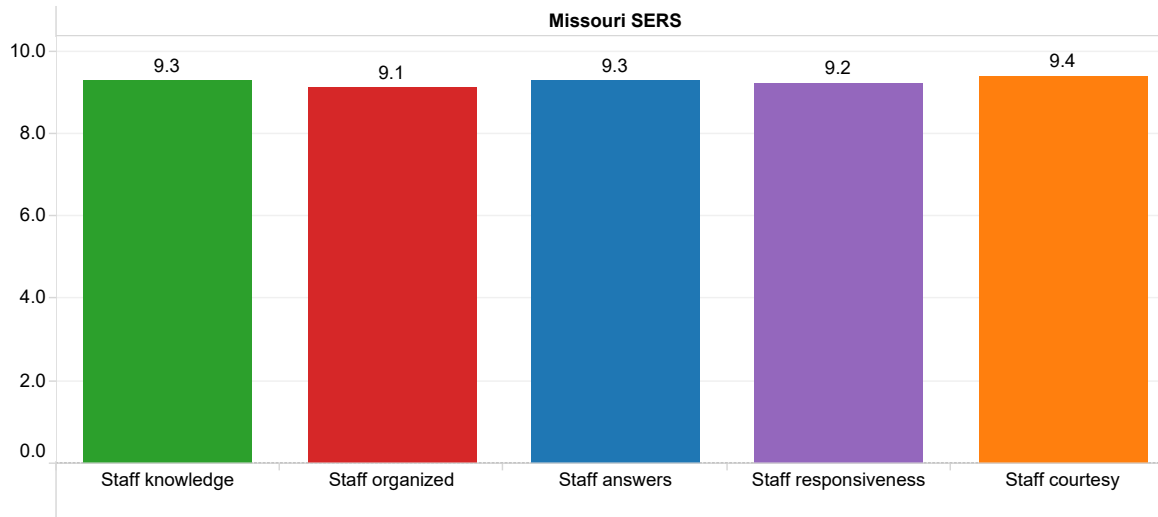


Age



N: 73

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2021 q3

Gender: Q16
All

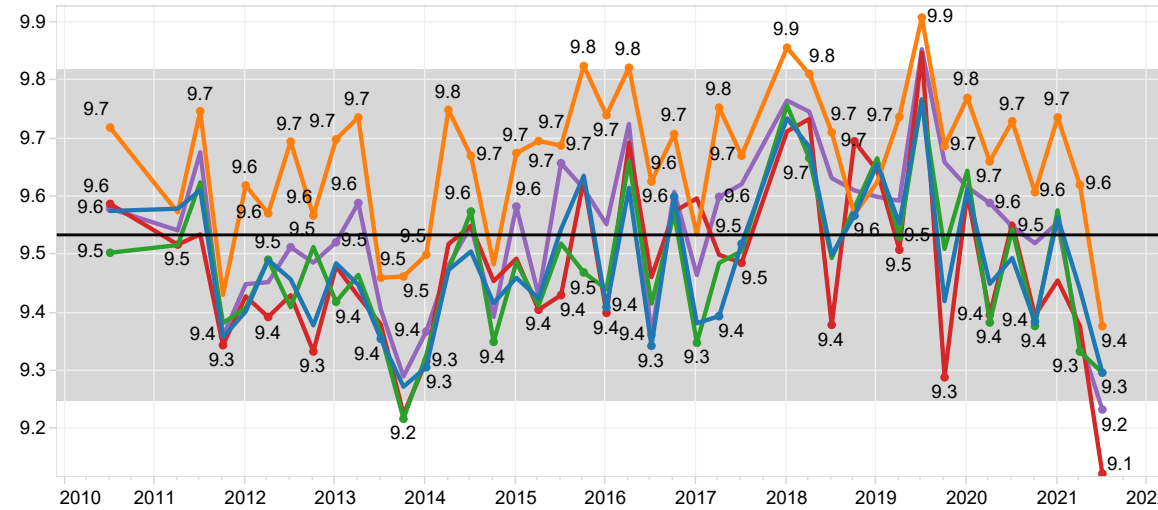
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

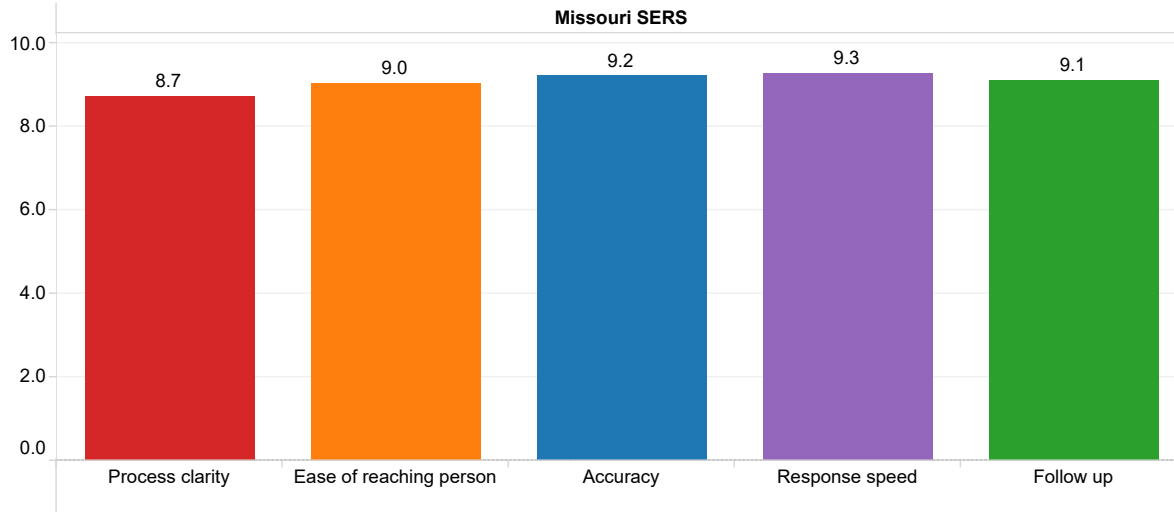
Q2: Fund Staff: Change Over Time



Custom Variable 1
All

N: 73

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2021 q3

Gender: Q16
All

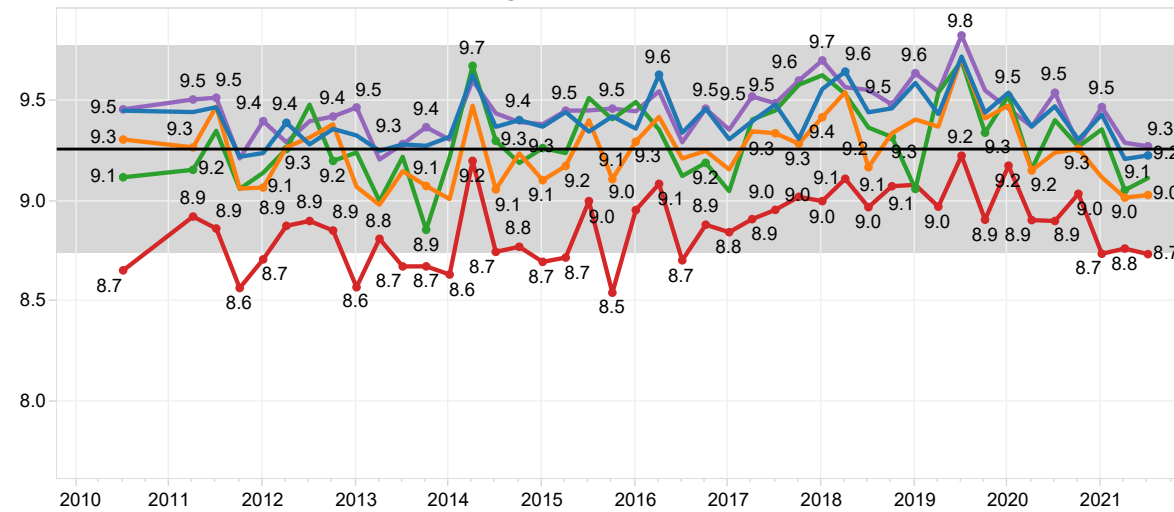
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

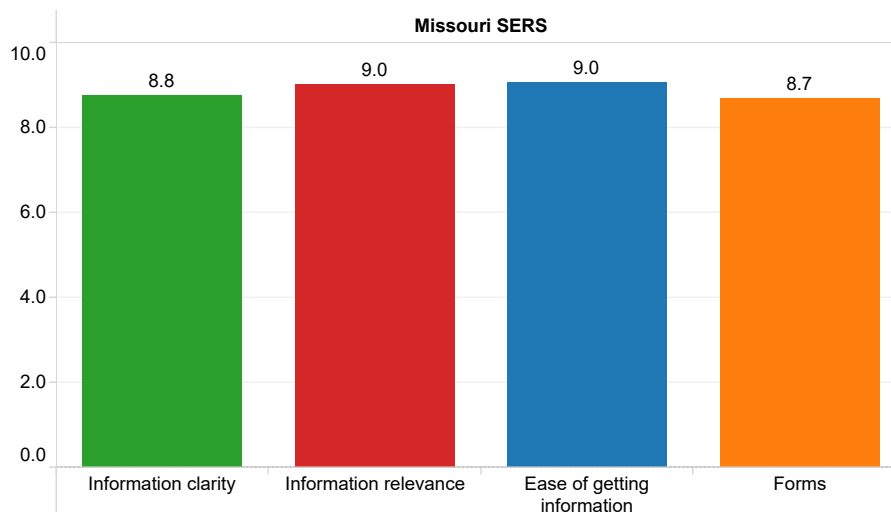
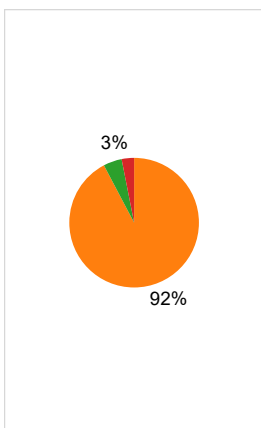
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 73

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2021 q3

Gender: Q16
All

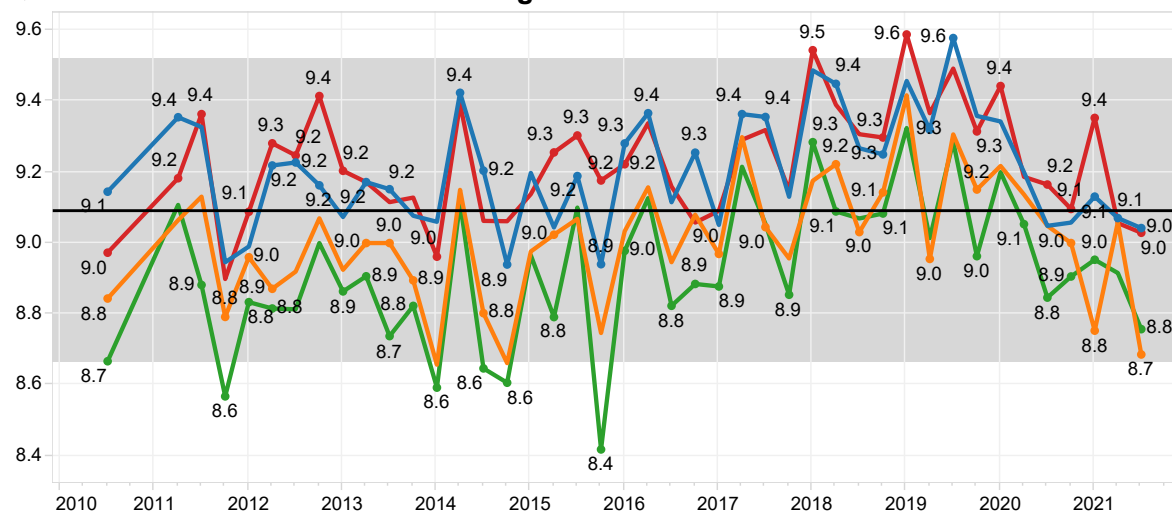
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



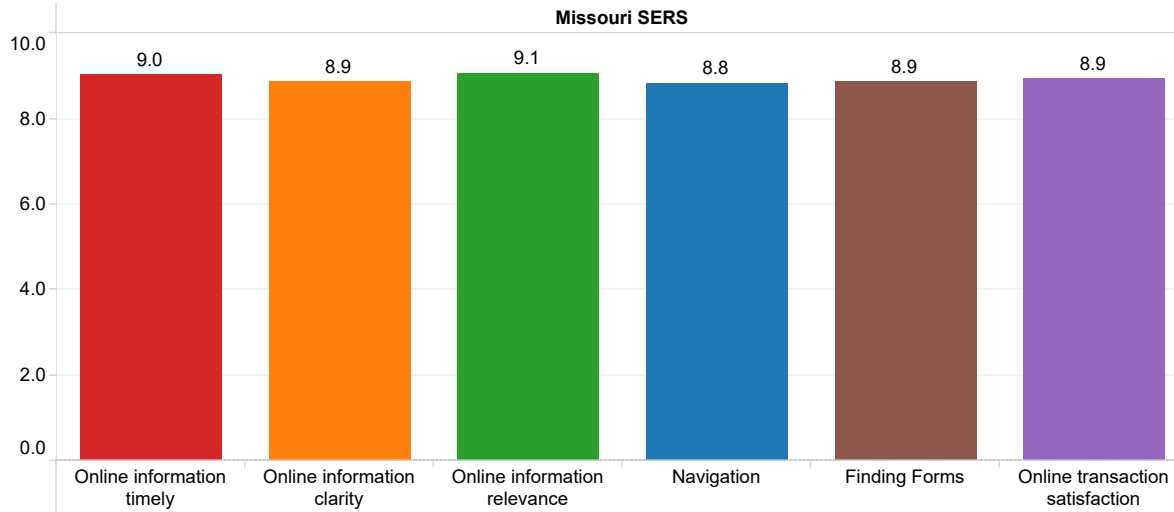
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 73

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2021 q3

Gender: Q16
All

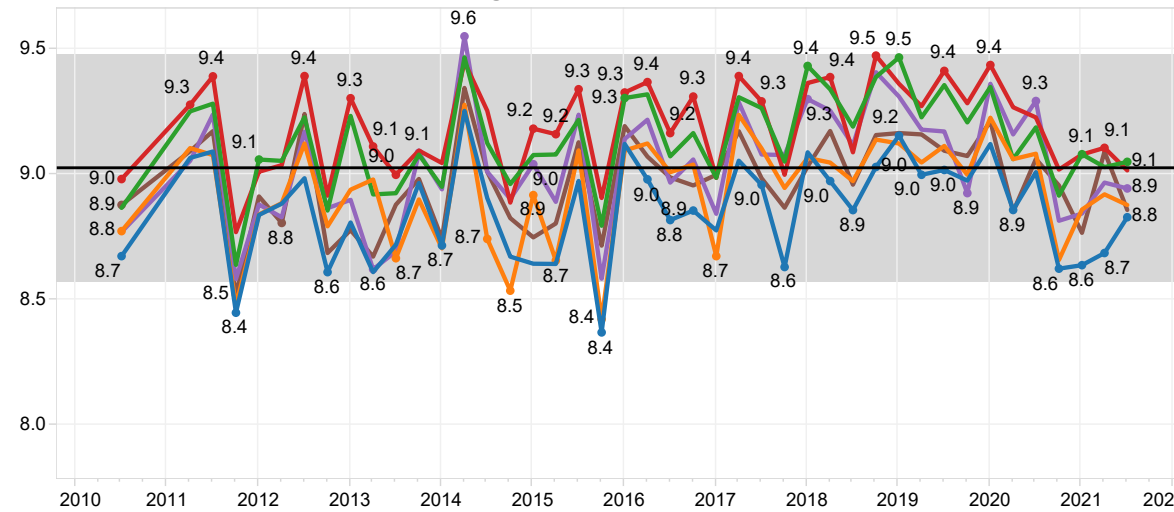
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time

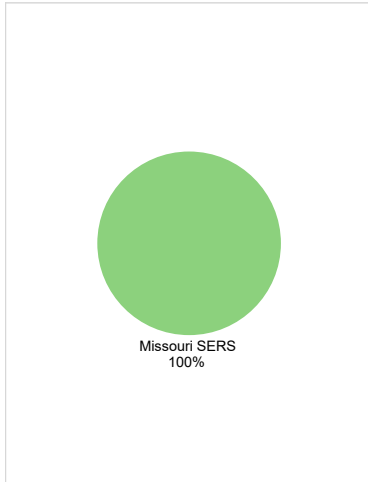


Custom Variable 1
All

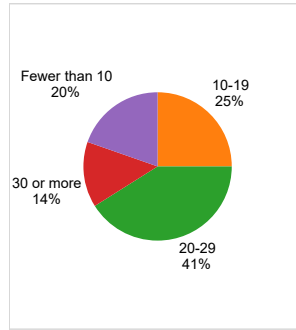
N: 73

Percentage of Responses by Fund

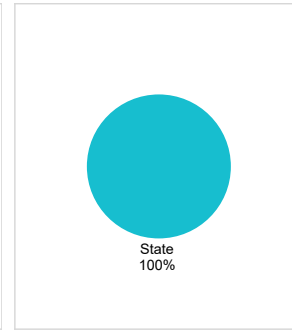
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

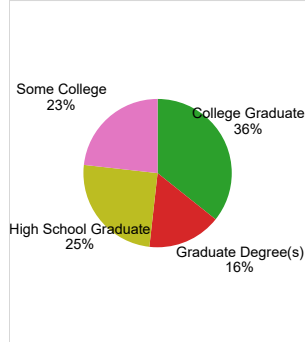
Response date
2021 q4

Gender: Q16
All

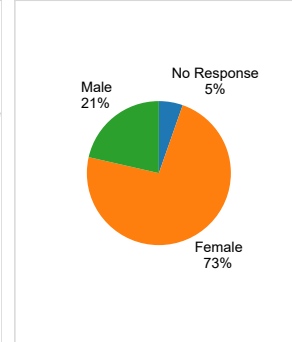
Education: Q15
All

Service: Q14
All

Education



Gender

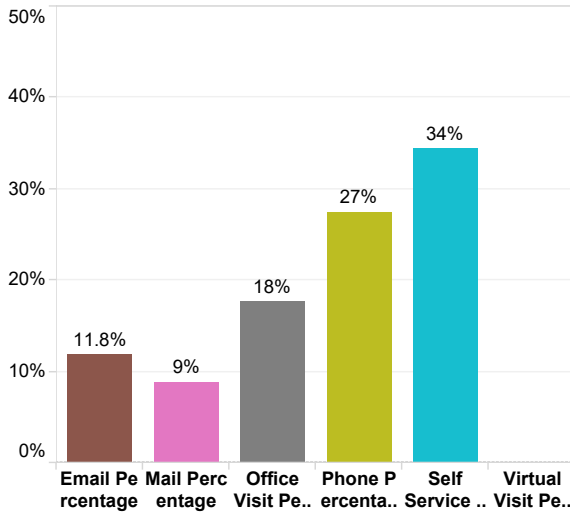


Age: Q13
All

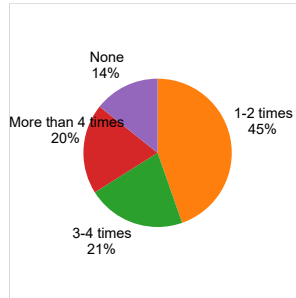
Job Type: Q11
All

Custom Variable 1
All

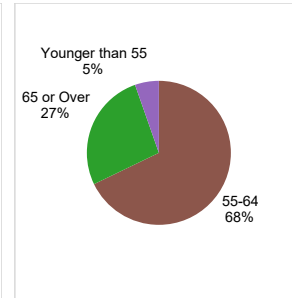
Method of Contacting the Fund



Contact Frequency

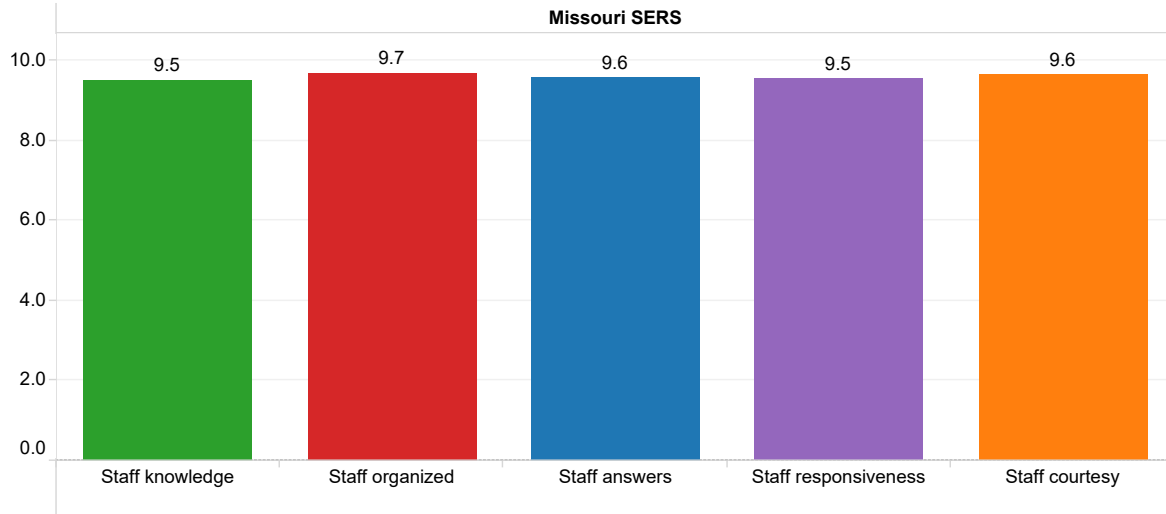


Age



N: 56

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2021 q4

Gender: Q16
All

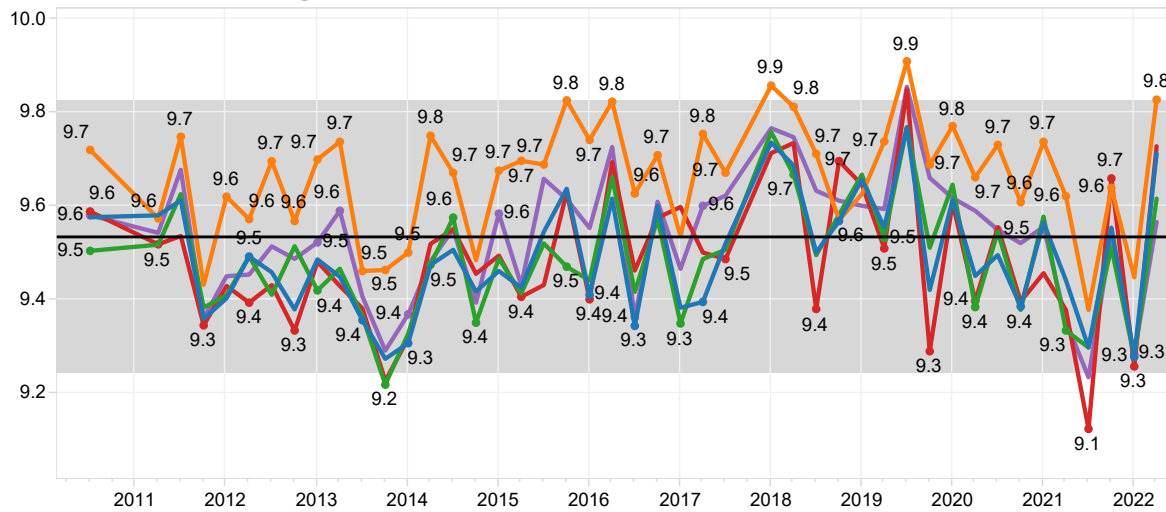
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



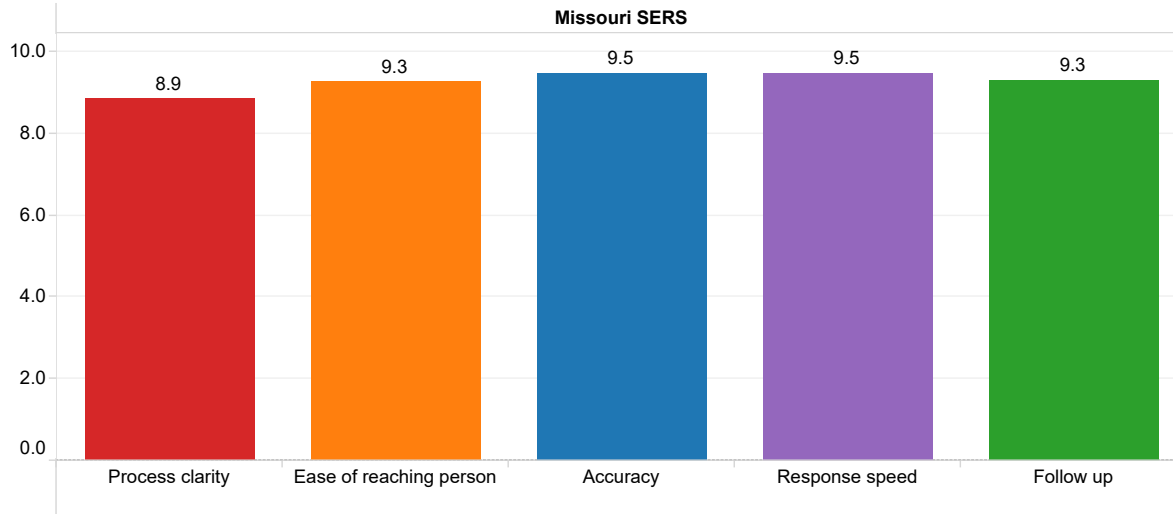
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 56

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2021 q4

Gender: Q16
All

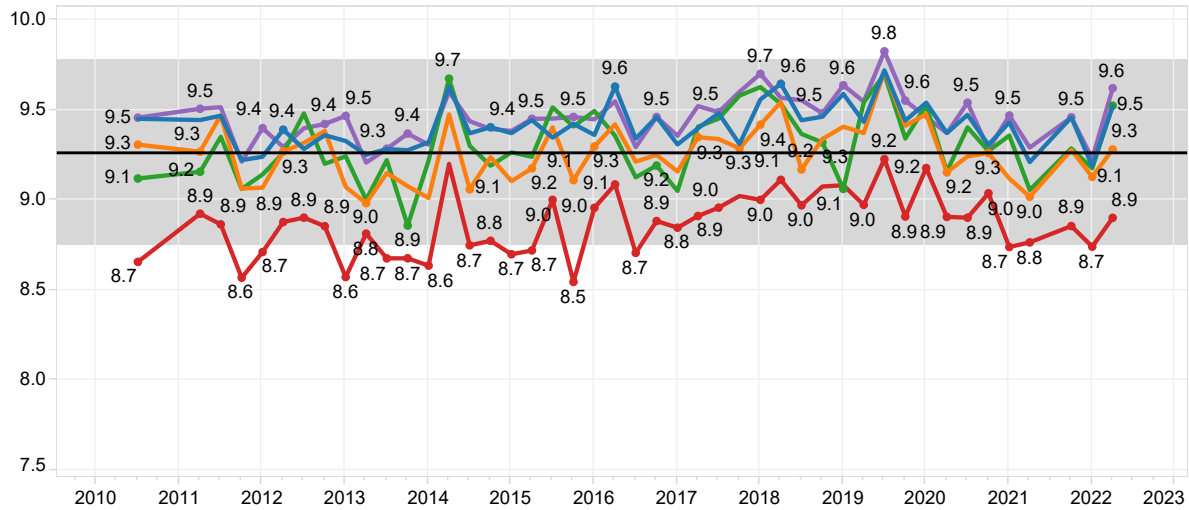
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

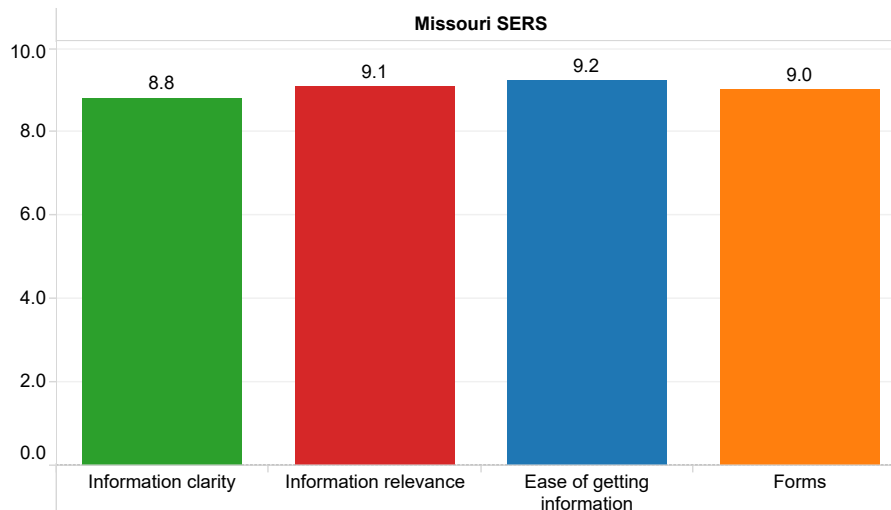
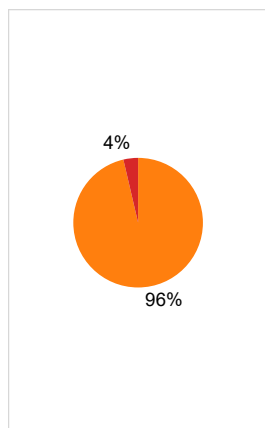
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 56

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Much



Fund ID
Missouri SERS

Response date
2021 q4

Gender: Q16
All

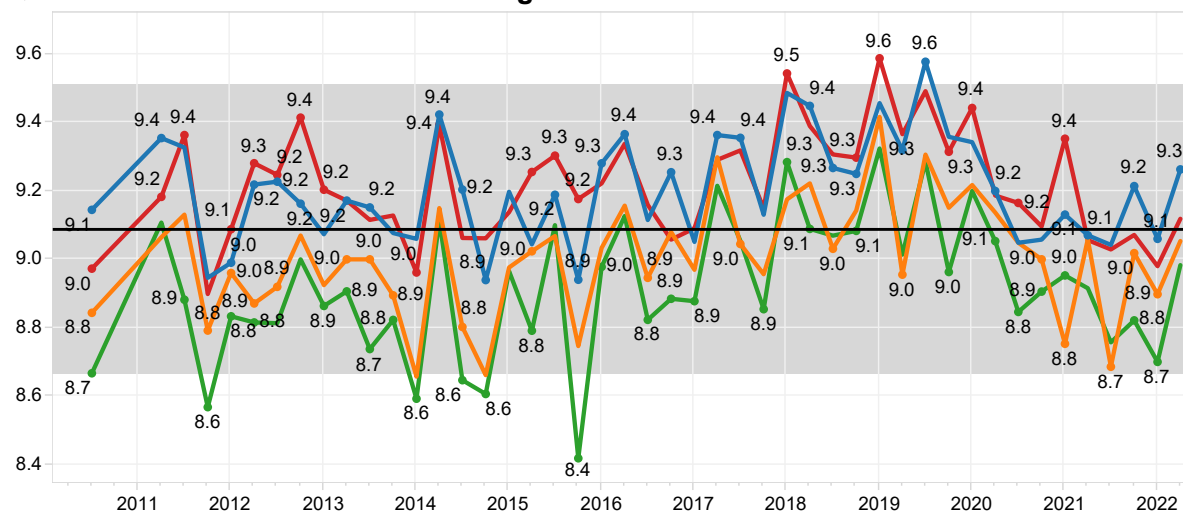
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



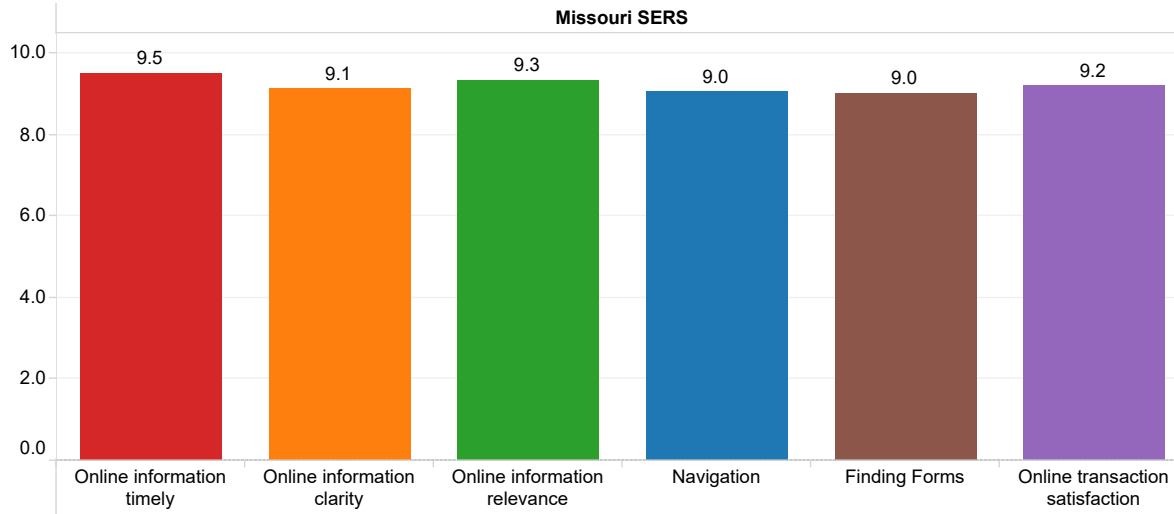
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 56

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2021 q4

Gender: Q16
All

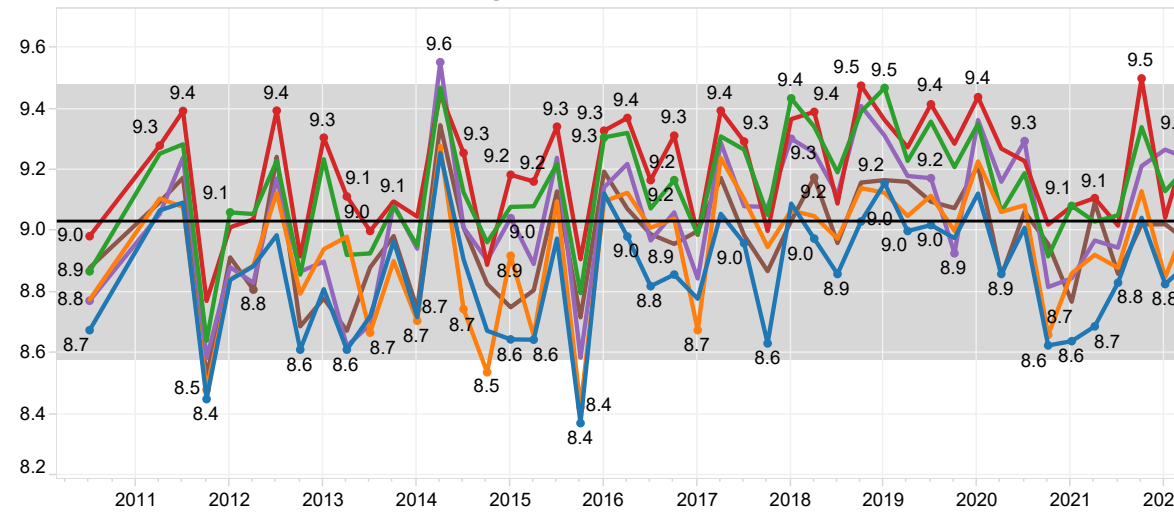
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

N: 56